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# Weekend Technical Support

## Peace of Mind for the 7-day-a-week Business



Sage



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Training



IT Services

- Be secure that the Paradise team are available for weekend support
- Email, telephone and remote support included
- A guaranteed one hour maximum response time
- An economical approach to provide a great-value service

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 **Paradise**  
I.T. FOR BUSINESS



# Weekend Technical Support

## Peace of Mind for the 7-day-a-week Business



### Weekend Support

This service offers peace of mind for customers who have a 6 or 7-day business operation. We recognise if your system is down, and unable to take or process orders, this can lead to a significant loss of revenue. During the period of 8:30am to 5:30pm on Saturdays and Sundays, the Paradise Support Team are on call to respond to system failures or down-time. This service minimises your exposure to out-of-hours technical issues.

### Mechanism

On signing up for the additional service you will be provided with a dedicated telephone number and email address so you can contact the team at weekends.

The technical resources on duty will respond to you within 60 minutes and endeavour to remedy whatever issue is affecting your system.

### Charging

The weekend support service is optional, but is highly cost effective. Joining the service involves a modest weekend fee, plus an Activation Charge for each support incident logged. The Activation Charge is equivalent to one hour at your normal technical support rate, its purpose is to prevent the service

being used for non-critical support issues. Once each job has been activated, the charging is the same as your normal support rates. There is no surcharge for weekend rates.

### Dedicated Service

This service is run by our own experienced and dedicated Paradise Support Team and you can expect to be dealt with promptly and professionally, not held in a queue or farmed out to a response company. The technician that handles your call has the authority to escalate an issue if appropriate, including to the Paradise Senior Management Team, giving you the additional reassurance of an appropriate response to your problem.

### Periodic Review

Weekend Support is offered between 8:30am and 5:30pm, not including public holidays.

To ensure the service is meeting the needs required, usage will be monitored periodically and arrangements may be adjusted to suit.

Weekend Support will enable you to be professionally supported while you operate your business outside typical office hours - keeping employee and customer disruption to a minimum at weekends.

**When your business needs to keep on working 7 days a week, you can rely on Paradise Computing to provide you with peace of mind.**

**To find out how Paradise can help your business, call us today on 01604 655900 or visit our website [www.paradisecomputing.co.uk](http://www.paradisecomputing.co.uk)**



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